HMO Blue Texas

Abilene/Amarillo/El Paso/Lubbock/Midland/San Angelo

Survey (CAHPSTM3.0H) Results Response Rate 43% State Averages
Compiled from the 31 HMO
companies surveyed
Survey (CAHPSTM 3.0H) Results
Response Rate 34%

				DPWB:COOPSUITSEEEPS
Percentage who rated 6 or lower	Percentage what Percentage when Percentage whe		Percentage who rated 9 or 10	State Averages
The bar graph is on a scale from $0 = worst$ and $10 = best$.	On their health plan	3% 36%	51%	21% 38% 41%
	On their health care	9 35%	56%	12 35% 53%
	On their specialist	10 27%	63%	13 29% 57%
On their doctor or nurse 13% 36% 51%				13 35% 52%
Percentage who said the sometimes or never Got		ard triey	Percentage who said they always 45%	State Averages 24% 32% 45%
	_	8 29%	63%	8 30% 62%
Had courteous, respecti	ful, & helpful office staff	8 26%	66%	8 26% 66%
lad their plan handle cla	ims quickly & correctly	37%	59%	11 34% 55%
Percentage who said they BIG problems	had Percentage who said SMALL proble	i tiicy nad	rcentage who said they had NO problems	State Averages
	Getting needed care	7 14%	79%	<mark>7</mark> 15% 78%
4	ss of customer service	20%	75%	7 21% 72%